

Kiosks, Digital Television, and Modern Council Services

Graham Jordan
Tyne & Wear ICT Partnership
March 2005



Overview

- Background
- Modern Council Services
- Partnerships
- Tyne and Wear Kiosks
- Interactive Digital Television

Background



Graham Jordan

- 1990
 - Graduated in Geography, Newcastle Polytechnic
- 1991
 - Entered Local Government (Newcastle City Council)
- 1991-1995
 - Tyne and Wear Passenger Transport Authority: Policy Officer
- 1995-2001
 - Newcastle City Council Special Projects Unit: Business Consultant
 - European Commission Research Projects
- 1998-2000
 - Chairman European Workshop on Smartcard standardisation
- 2001 +
 - Gateshead Council: Business Analyst
- 2003 +
 - Tyne and Wear ICT Partnership: Partnership Project Officer

Background

- Tyne and Wear
 - Gateshead
 - Newcastle
 - North Tyneside
 - South Tyneside
 - Sunderland
- 1 million people
- Average earnings £20,000
- Half of wards fall in 10% most deprived in England
- Twice the English rate of child poverty – more children in low income households than any other region
- 8% of households don't have a telephone
 - Need a phone for internet
 - So at least 86,000 people can't get internet at home
 - About a quarter of these will be children
- Second lowest level of internet access in country



Modern Council Services

Government modernisation agenda

- Change the way that Central and Local Government works
- More customer focus – not ‘what we do’ but ‘does it matter’ to our customers
- More efficient ways of working
- Goals
 - Efficiency and customer satisfaction
 - Lowering / stabilising taxes
- All parts of Government and every Council

Government modernisation agenda

- Use technology already used by private companies to help provide Council services
- Give customers 24/7 access to Council services via the internet and email
- By end this year

BUT

- 86,000 people will never be able to access the internet from home – others don't want to
- What have our 'customers' said they want?
- We still have to offer services 'the old way' – as well.

So what do Councils do?

- Provide services
- Provide information
- Collect revenue
- Provide benefits and grants
- Consult
- Regulate
- Receive and process applications for services
- Receive and process bookings for resources and courses
- Pay for goods and services
- Provide access to community, professional or business networks
- Procure goods and services
- By the end of 2005 all of this will be supported by technology, saving £1.2bn of public money nationally

What have our 'customers' said they want?

- More access to Council services out of hours
 - Contacting us after they get in from work or on a Saturday
- More places to access Council services
 - Not just 'Council Offices'
- To contact us by telephone
 - Most don't use the internet (though this is growing)
- So
 - We have to strike a balance between the old and the new, what our customers want at the moment and what we know we have to move towards.
 - We have to look into new ways of working with other organisations to deliver some of these services.

Partnerships

Types of Partnership

- Statutory Joint Authorities
 - Transport Authority
 - Passenger Transport Executive (NEXUS)
 - Police Authority
 - Northumbria Police
- Common interest voluntary joint boards
 - Tyne and Wear Museums
 - Beamish Museum
- Council – Supplier Partnerships
 - Housing companies
 - IT outsourcing
- Council – Council joint working partnerships
 - NE Connects
 - Tyne and Wear ICT partnership
- North East Regional Smartcard Consortium
 - Common ‘agency’ Smartcard services

What is the Tyne and Wear ICT & eGovernment Partnership (TWICT)?

- Shares experience and progress eGovernment initiatives for the benefit of the region
- Councils involved are:
 - City of Sunderland
 - Gateshead Council
 - Newcastle City Council
 - North Tyneside Council
 - South Tyneside Council
- Associate members
 - ONE NorthEast
 - Durham County Council
 - Northumberland County Council
 - NEXUS

TWICT activities

- Networking and discussion forum for Council ICT managers
- Commission research into areas of common interest
- Arrange presentations on interesting developments
- Joint purchasing of goods and services
- Developed a bid in January 2003 to expand the kiosks network in Tyne and Wear

On-street Kiosks



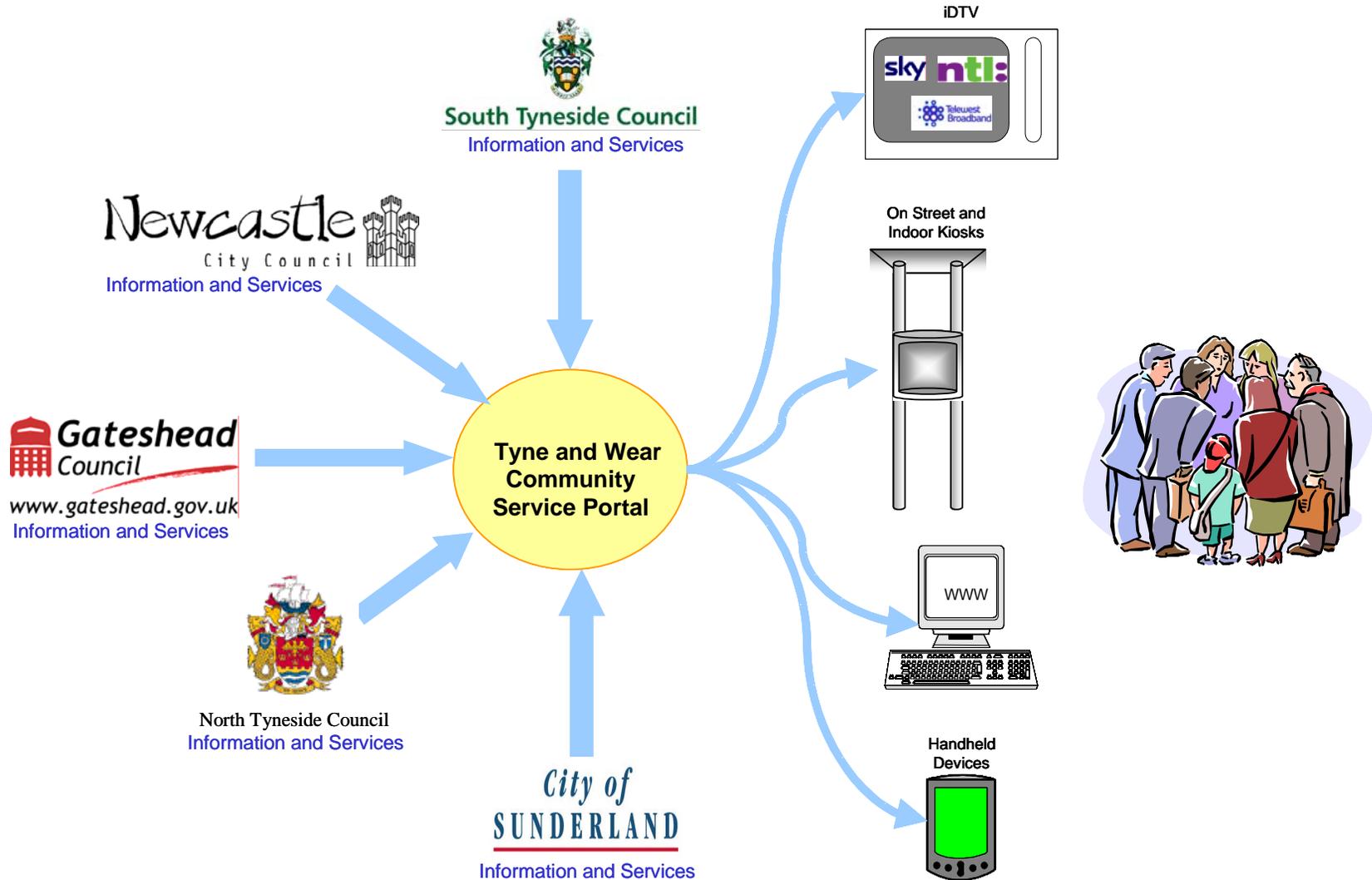
Customer Requirements

- Citizens
 - More access to Council services out of hours
- Council managers
 - New ways for people to contact the Council
 - More access to services out of hours
 - Access to services in areas where internet access might be anticipated to be low
- Tourism managers
 - More points of presence
 - More access to services out of hours

Vision & Principles:

- Make the content web-based so that these other systems can 'talk' to it
- Only put the information in once, then re-use it for the web, kiosks, digital TV
- Bring together information and services from a number of organisations and present it in a simple manner to users
- Give people in one part of Tyne and Wear access to other Council's services as well as the local Council
 - Many live in one council area and work in another

How it might work



How we made it happen

- Exploited existing joint working arrangements
- Tyne and Wear ICT & eGovernment Partnership
 - Heads of ICT in the five Tyne and Wear Councils
- North Eastern Purchasing Organisation
 - 24 member councils covering whole of north east
- Tyneside Tourism Network
 - 4 councils Tourism Managers

Benefits?

- Takes modern government services to people on the street, so everyone can access them
- Joins up content so users can see one council's content from a kiosk in another council's area
- Council and Tourism content is supplemented by other relevant services and information
- We don't own the kiosks – we just allowed them to be put up and we rent space on them
- Content is re-usable and ready for broadcast via interactive digital TV and wireless internet

How we did it

- Project Team
 - Full time Project Manager
 - 5 council reps
 - each Council had a team comprising at least ICT, Highways
 - Most staff costs absorbed as 'core business'
- We bought in the kiosks through a competitive tender process
 - Used Government catalogues
 - We set up the contracts so any council in the North East can buy kiosks without having to go out to tender

What have we got?

- 40 kiosks carrying 'Open:tyne&wear' services
 - 3 in North Tyneside
 - 6 in Sunderland
 - 11 in Gateshead
 - (2 indoors)
 - 14 in Newcastle
 - (some with cash machines and 1 indoors)
 - 6 in South Tyneside
- Most paid for using Government or Lottery funds
- Another 10 coming soon

Achievements

- ODPM support for project (£500k) Mar 03
- Tender and selection of supplier Summer 03
- Agreement on services & functionality Nov 03
- 'Open:tyne&wear' Brand Dec 03
- Framework agreement (contract) Feb 04
- Extended kiosks network Q1 04
- NT, ST, S Council services, Tourism services Q1 04
- Ministerial Launch Mar 04
- Finalist 2004 National e-Government Awards Jan 05

Implementation Issues

- Ownership within the Council
- Location
- Political approval / decision
- Planning Permission
- Power & Communications
- Timing - Ground Opening Orders / content availability
- Publicity and promotion

Promotion

- David Miliband MP
- BBC Blue Bus
- Metro station posters
- Bus side & cove cards
- Newspaper ads
- Leaflets
- Posters



Open:tyne&wear

A new way to find information about our area

You can now access information and local services using the free and easy-to-use i+ Points located throughout Tyne and Wear. Find out:

- Council Services
- Tourist Information
- Transport Information
- And much more

Open:tyne&wear

The free and easy-to-use information service about our area

Go to your nearest touch **i+** on the bus

For further information contact www.opentyneandwear.gov.uk

Look out for the BBC blue bus at the i+ Point between **26th March** and 2nd April

Win a 3 night cruise to Norway for 2 people, or see reverse for details

Open:tyne&wear

Welcome to i-plus!
Touch my screen for free information

on the phone on the Web

Directgov new try on the TV

local services at your fingertips

- council services
- visitor information
- travel information
- find a job
- what's on?
- who's my councillor
- contact your council
- request a service
- places to visit

Gateshead · Newcastle · North Tyneside
South Tyneside · Sunderland · Nexus

Was it expensive to do?

One-off costs

- Kiosks / Kiosk tenancy
- Content system integration
- Kiosk enhancements
- Project management
- Purchasing & legal costs

On-going costs

- Administration, management and promotion
- Managed service for systems
- Service development
- Providing and updating information

Safeguards

- We rent space on the kiosks – we don't own them
- Kiosks will be relocated if they aren't being used enough
- We can add any non commercial content
- We have a right of veto over any other content provided

What do the kiosks look like?



- Quality construction and modern appearance to complement street furniture
- Fully maintained by Cityspace & Adshel
- 40 already in place
 - Millennium Bridge
 - both ends
 - Northumberland Street
 - Whitley Bay
 - North Shields
 - Wallsend
 - South Shields
 - Metrocentre bus station

What content, where from?

- Guide to available services
- Who's my representative?
- Contact the Council
- Request a form
- Report environmental issues
- Jobs information
- Visitor information
 - What's on?
 - Where to stay
 - Attractions
 - Nightlife
 - Sport & Leisure
- Connexions Tyne & Wear
- Cityspace services
 - Send a free email
 - Jobs
 - Crimestoppers
 - Domestic Violence Helpline
 - Childline
 - BBC News & Weather
 - Games

How you use the kiosks

- Services of the local Council are always available on the first screen.
- So in South Tyneside the first screen looks like this....



South Tyneside

A to Z of Services



My Councillor



Council Feedback



Send me a Form



What's On



Council Jobs



Have you ever visited your local council's website?



Council Poll

Touch here to see what's going on, and find out more about your area...

Open:tyne&wear local services

Latest News...

New road layout for South End of Tyne Bridge...

Touch this button to find out more...



PUBS HOTELS SHOPS
RESTAURANTS BARS
FLORISTS POST OFFICE
BANKS CHEMISTS
TRAVEL AGENTS



THOMSON Local.com™
Find your nearest...




Touch here for travel news...




JOBS

brought to you by worktrain

Touch here to search...




And in Newcastle....

 A to Z of Services

 My Councillors

 Council Feedback

 Send me a form

 Envirocall

 Local information

Have you ever visited your local council's website?

 i-Poll Vote! 

Touch here to see what's going on, and find out more about your area...

Open:tyne&wear local services

Latest News...

New road layout for South End of Tyne Bridge... 

Touch this button to find out more...

Your easy-find local directory



Touch here to search... 

Touch here for travel news... 

400,000 jobs and 500,000 learning opportunities.



Touch here to search... 

-  A to Z of Services
-  My Councillors
-  Council Feedback
-  Send me a form
-  Envirocall
-  Local information

Have you ever visited your local council's website?

i-Poll  Vote!

Touch here to find out what's going on, and find out more about your area...



Open:tyne&w services

Latest News...

New road layout for South of Tyne Bridge... 

Touch this button to find out more...

Your easy-find local directory



Touch here to search... 

Touch here for travel news... 

400,000 jobs and 500,000 learning opportunities.



Touch here to search... 



A-Z of services



All Council Services are listed alphabetically and can be found by clicking the relevant initial letter from the list below.

- A
- B
- C
- D
- E
- F
- G
- H
- I
- J
- K
- L
- M
- N
- O
- P
- Q
- R
- S
- T
- U
- V
- W
- X
- Y
- Z
- 0-9

- Abandoned Vehicles
- Abnormal Loads
- Access for Disabled People
- Acupuncture
- Adaptations and Equipment
- Adobe Acrobat Reader download
- Adoption
- Adoption of Roads
- Adult Education
- Advice and Support Workers



 A to Z of Services

 My Councillors

 Council Feedback

 Send me a form

 Envirocall

 Local information

Have you ever visited your local council's website?

i-Poll  Vote!

Touch here to see what's going on, and find out more about your area...



 Local services

Latest News...
New road layout for Tyne Bridge... 

Touch this button to find out more...

Your easy-find local directory



Touch here to search... 

Touch here for travel news... 

400,000 jobs and 500,000 learning opportunities.



Touch here to search... 

My Councillor



Please select one of the wards listed below.



Walker

Walkergate

West City

Westerhope



Wingrove



Dave Wood

51 Borrowdale Avenue
Walkerdene
Newcastle upon Tyne

NE6 4HL

Telephone: 0191 263 0017

Dave Wood
Labour



George Douglas

12 Palmerston Avenue
Walkergate
Newcastle upon Tyne

NE6 4RD

Telephone: 0191 265 7349

George Douglas
Labour



John Cunningham

83 Eastbourne Avenue
Newcastle upon Tyne

NE6 4DT

Telephone: 0191 263 7747

John Cunningham
Labour



A to Z of Services

My Councillors

Council Feedback

Send me a form

Envirocall

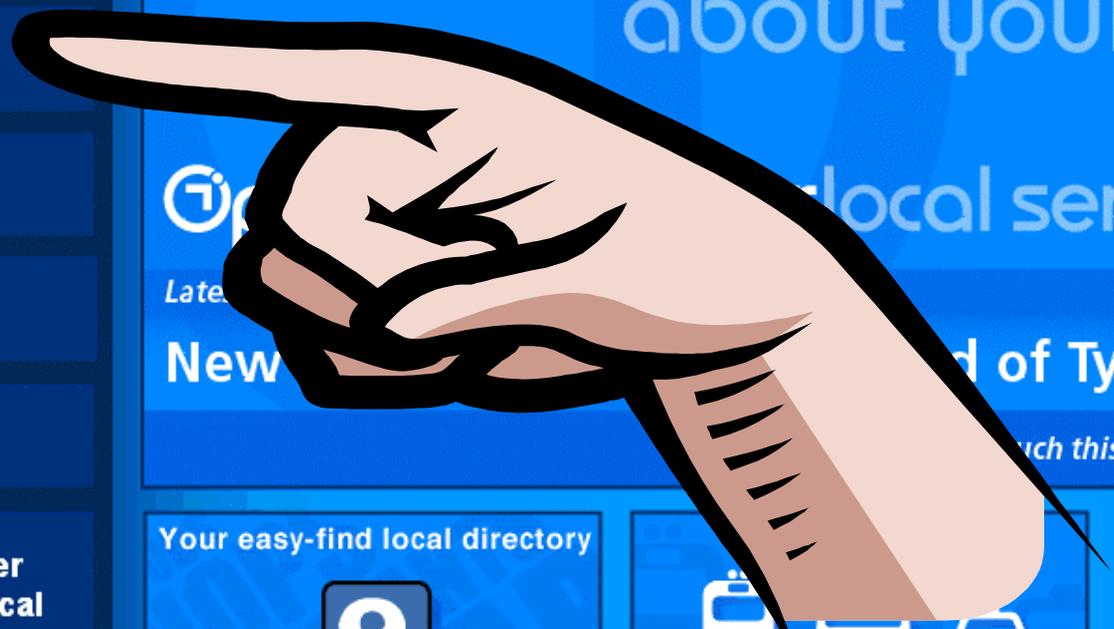
Local information

Have you ever visited your local council's website?

i-Poll

Vote!

Touch here to see what's going on, and find out more about your area...



Local services

New... of Tyne Bridge...

Touch this button to find out more...

Your easy-find local directory



Touch here to search...

Touch here for travel news...

400,000 jobs and 500,000 learning opportunities.



Touch here to search...



No message containing offensive language or of an offensive nature will be sent to the council from this i-plus point.

Your name...

|

Next

Subject...

Next

Message...



Next

500 Characters left



Send



 A to Z of Services

 My Councillors

 Council Feedback

 Send me a form

 Envirocall

 Local information

Have you ever visited your local council's website?

i-Poll  Vote!

Touch here to see what's going on, and find out more about your area...

...wear local services

Latest News
New...h End of Tyne Bridge... 
Touch this button to find out more...

Your easy... 
Touch here to search... 

400,000 jobs and 500,000 learning opportunities.
worktrain
Touch here to search... 





Applications for Blue Badges

Send me

Applications for Blue Badges

Close



Held in the CSC on behalf of Parking Control, EEC. Customers complete these forms if they wish to apply for a blue badge to enable them to park their car in disabled bays. Customers also need to supply 2 passport size photographs. If a customer is in receipt of Disability Living Allowance at the higher rate for mobility, proof should be provided. (If not, Parking Control will contact the GP) CSC staff will take payment of £2 if the criteria for qualification for a blue badge is satisfied. The forms are then passed to Parking Control who will send the badge in the post. If no payment is taken, the forms are again passed to Parking Control for investigation. Customers will then receive a letter informing them if their application has been successful, and requesting them to pay £2 before the badge is issued.

Send



A to Z of Services

My Councillors

Council Feedback

Send me a form

Envirocall

Local information

Have you ever visited your local council's website?

i-Poll Vote!

Touch here to see what's going on, and find out more about your area...

Open:tyne&wear local services



for South End of Tyne Bridge...

Touch this button to find out more...



Advertisement for e-street.com with a mobile phone icon and a touch icon.

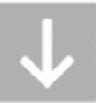
Advertisement for a car service with a car icon and a touch icon.

Advertisement for worktrain with the text '400,000 jobs and 500,000 learning opportunities' and a touch icon.



Caring for your street – help us to help you – use this form to let us know about problems in the street. The form will be acknowledged promptly. Contact your area housing office to report on housing estates or council street properties.

- Bin collection
- Bulky article collection
- Litter and street cleaning
- Street lighting
- Pest control
- Grass cutting
- Trees
- Gritting and snow clearance



Next



 A to Z of Services

 My Councillors

 Council Feedback

 Send me a form

 Envirocall

 Local information

Have you ever visited your local council's website?

 i-Poll Vote! 

Touch here
to see what's going on,
and find out more
about your area...

Open:tyne&wear local services

Latest News...

New road layout for South End of Tyne Bridge... 

Touch this button to find out more...

Your easy-find local directory



Touch here to search... 

Touch here for travel news... 

400,000 jobs and 500,000 learning opportunities.



Touch here to search... 

A to Z of Services

My Councillors

Council Feedback

Send me a form

Envirocall

Local information

Have you ever visited your local council's website?
i-Poll Vote!

Touch here to see what's going on, and find out more about your area...

Open:tyne&wear local services

Latest News...
New road layout for S... out more...

Your easy-find local dire... 400,000 jobs and 500,000 learning opportunities.

e-street... worktrain... Touch here to search...



 A to Z of Services

 My Councillors

 Council Feedback

 Send me a form

 Envirocall

 Local information

Have you ever visited your local council's website?

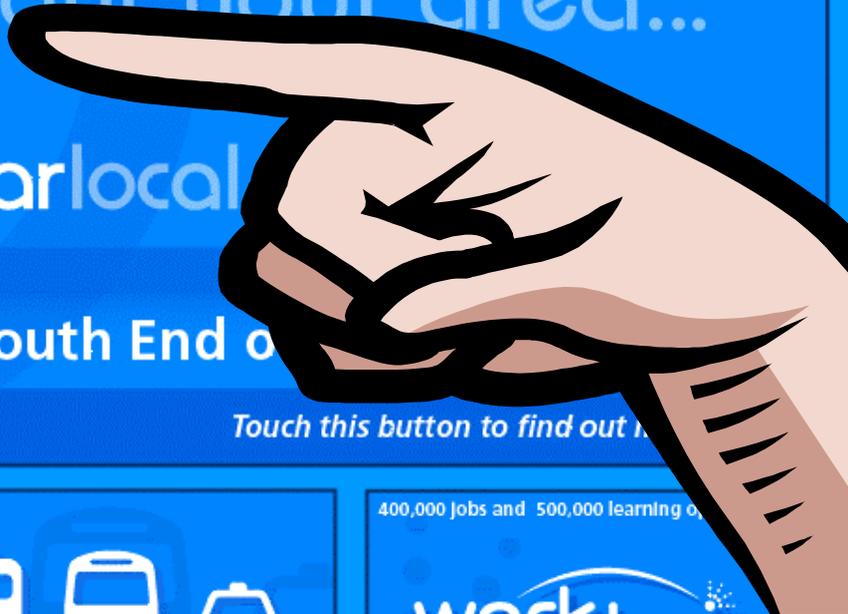
i-Poll Vote! 

Touch here to see what's going on, and find out more about your area...

Open:tyne&wearlocal

Latest News...
New road layout for South End

Touch this button to find out more



Your easy-find local directory



Touch here to search... 

Touch here for travel news... 

400,000 jobs and 500,000 learning opportunities

worktrain

Touch here to search... 

'Open:tyne&wear' is selected using a new button in the Cityspace menu or the main attractor panel on the first screen.

It offers a menu of public services with plenty space for adding other services in the future

Open:tyne&wear local services

Touch here to find out more...



Open:tyne&wear tourism

Touch here to see what's going on...





Open:tyne&wear local services

Touch here to find out more...



Tourism

Touch here to see



about Open

gateshead

newcastle

north tyneside

south tyneside

sunderland



Remember if you'd like to explore regional local services, simply touch the 'Open' Menu button below, and select where you'd like to begin...

Lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non.

3 44 pm | 18th November

about Open

newcastle

north tyneside

south tyneside

sunderland



Remember if you'd like to explore regional local services, simply touch the 'Open' Menu button below, and select where you'd like to begin...

Lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non.

3 44 pm | 18th November

about Open

gateshead

newcastle

north tyneside

south tyneside

sunderland

A to Z of Services 

My Councillor 

Feedback 

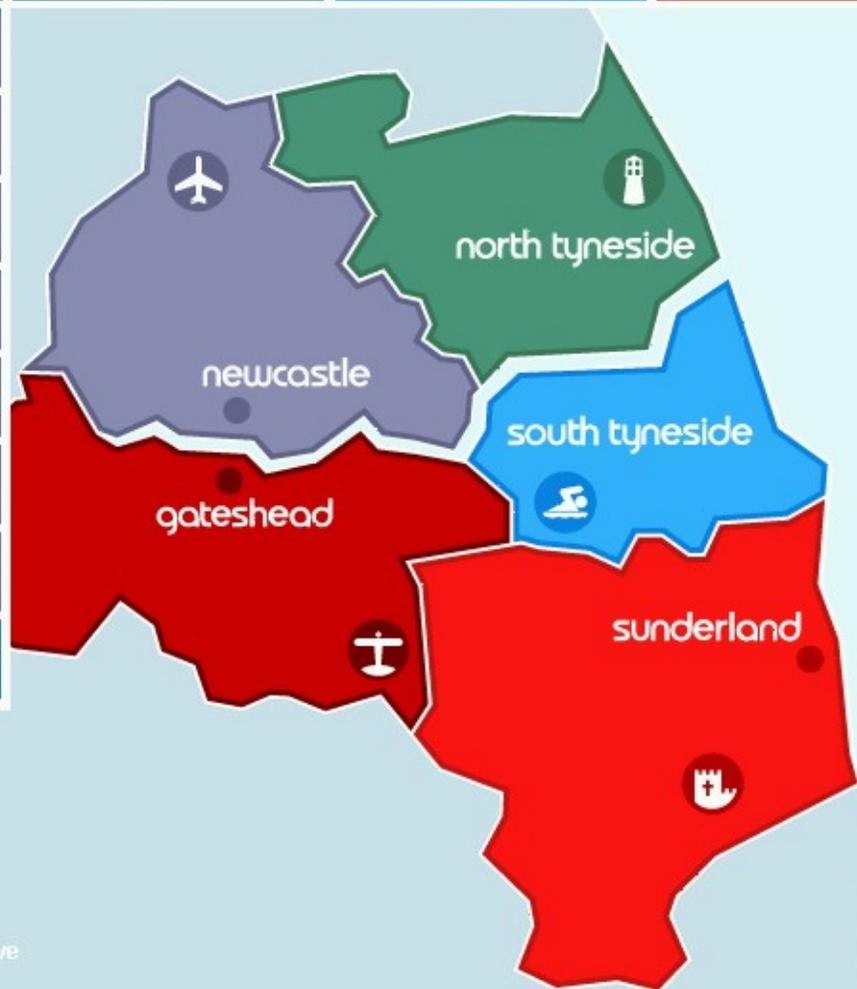
Send me a Form 

What's On 

Council Jobs 

Health 

about Open



Remember if you'd like to explore regional local services, simply touch the 'Open' Menu button below, and select where you'd like to begin...

Lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non.



about Open

gateshead

newcastle

north tyneside

south tyneside

sunderland



A to Z of Services

My Councillor

Feedback

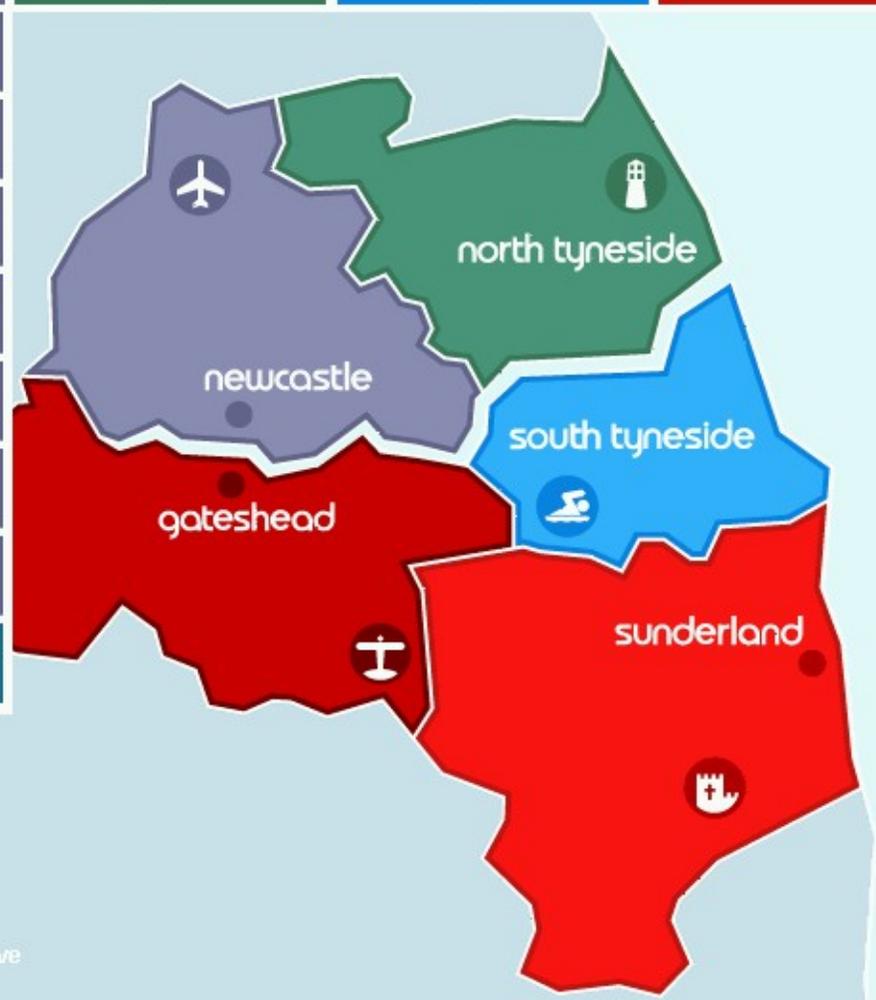
Send me a Form

What's On

Council Jobs

Health

about Open



Remember if you'd like to explore regional local services, simply touch the 'Open' Menu button below, and select where you'd like to begin...

Lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non.

Council services are provided by linking to kiosk services already developed by each Council

My Councillor



Please select one of the wards listed below.



Walker

Walkergate

West City

Westerhope



Wingrove



Dave Wood

51 Borrowdale Avenue
Walkerdene
Newcastle upon Tyne

NE6 4HL
Telephone: 0191 263 0017

Dave Wood
Labour



George Douglas

12 Palmerston Avenue
Walkergate
Newcastle upon Tyne

NE6 4RD
Telephone: 0191 265 7349

George Douglas
Labour



John Cunningham

83 Eastbourne Avenue
Newcastle upon Tyne

NE6 4DT
Telephone: 0191 263 7747

John Cunningham
Labour



You can also access services
from other councils

about Open

gateshead

newcastle

north tyneside

south tyneside

sunderland



Remember if you'd like to explore regional local services, simply touch the 'Open' Menu button below, and select where you'd like to begin...

Lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non.

3 44 pm | 18th November

- Open
- Tourism
- Travel
- Jobs
- News
- Fun
- Advice
- Freemail
- Weather
- Mail us

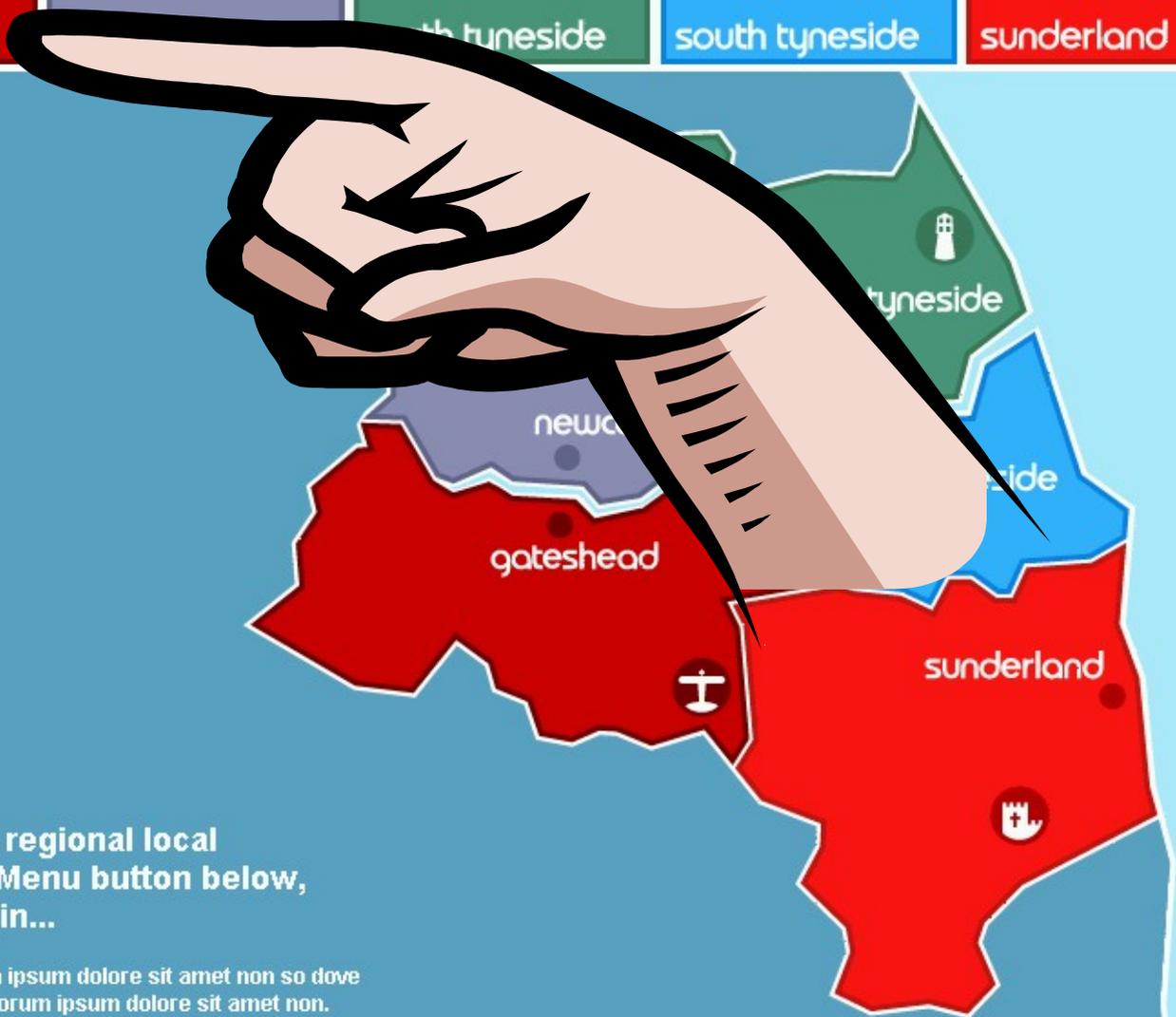
about Open

gateshead

th tyneside

south tyneside

sunderland



Remember if you'd like to explore regional local services, simply touch the 'Open' Menu button below, and select where you'd like to begin...

Lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non.

3 44 pm | 18th November

- Open
- Tourism
- Travel
- Jobs
- News
- Fun
- Advice
- Freemail
- Weather
- Mail us

about Open

gateshead

newcastle

north tyneside

south tyneside

sunderland

A to Z of Services 

My Councillor 

Feedback 

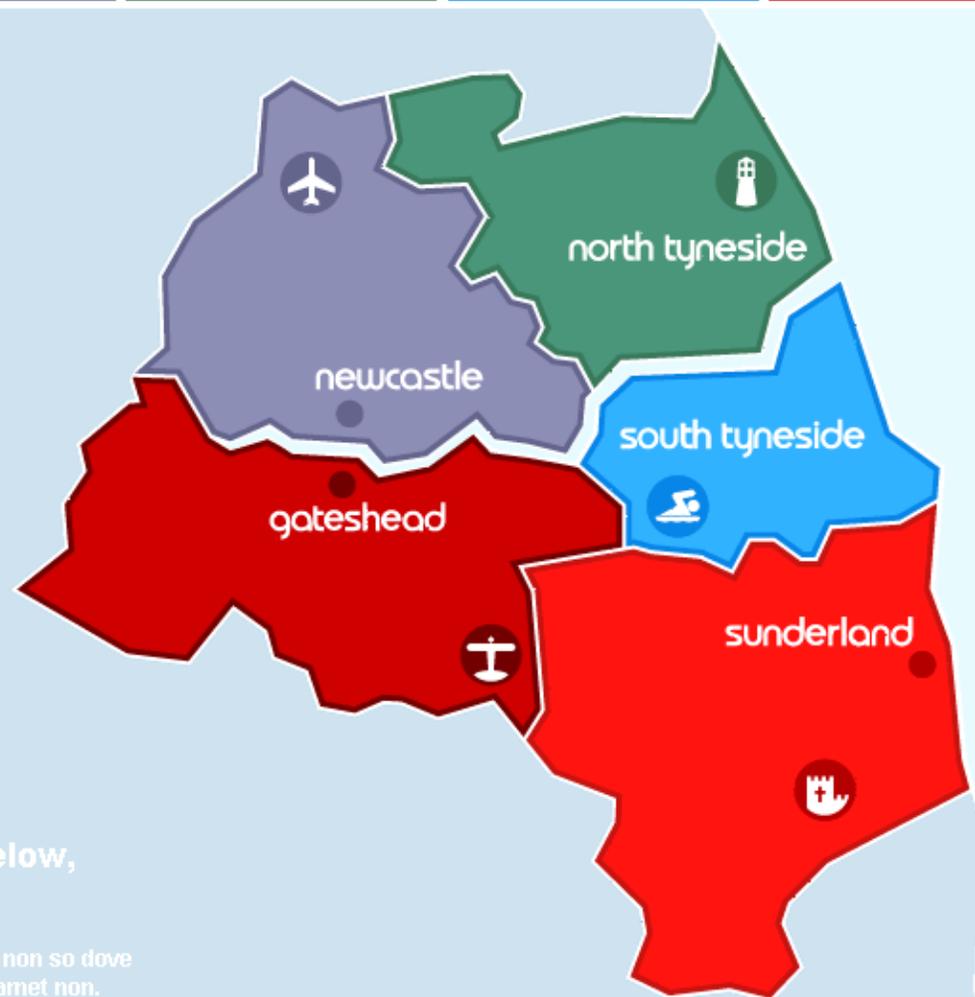
Send me a Form 

What's On 

Council Jobs 

Health 

about Open



Remember if you'd like to explore regional local services, simply touch the 'Open' Menu button below, and select where you'd like to begin...

Lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non.



about Open

gateshead

newcastle

north tyneside

south tyneside

sunderland

A to Z of Services 

My Councillor 

Feedback 

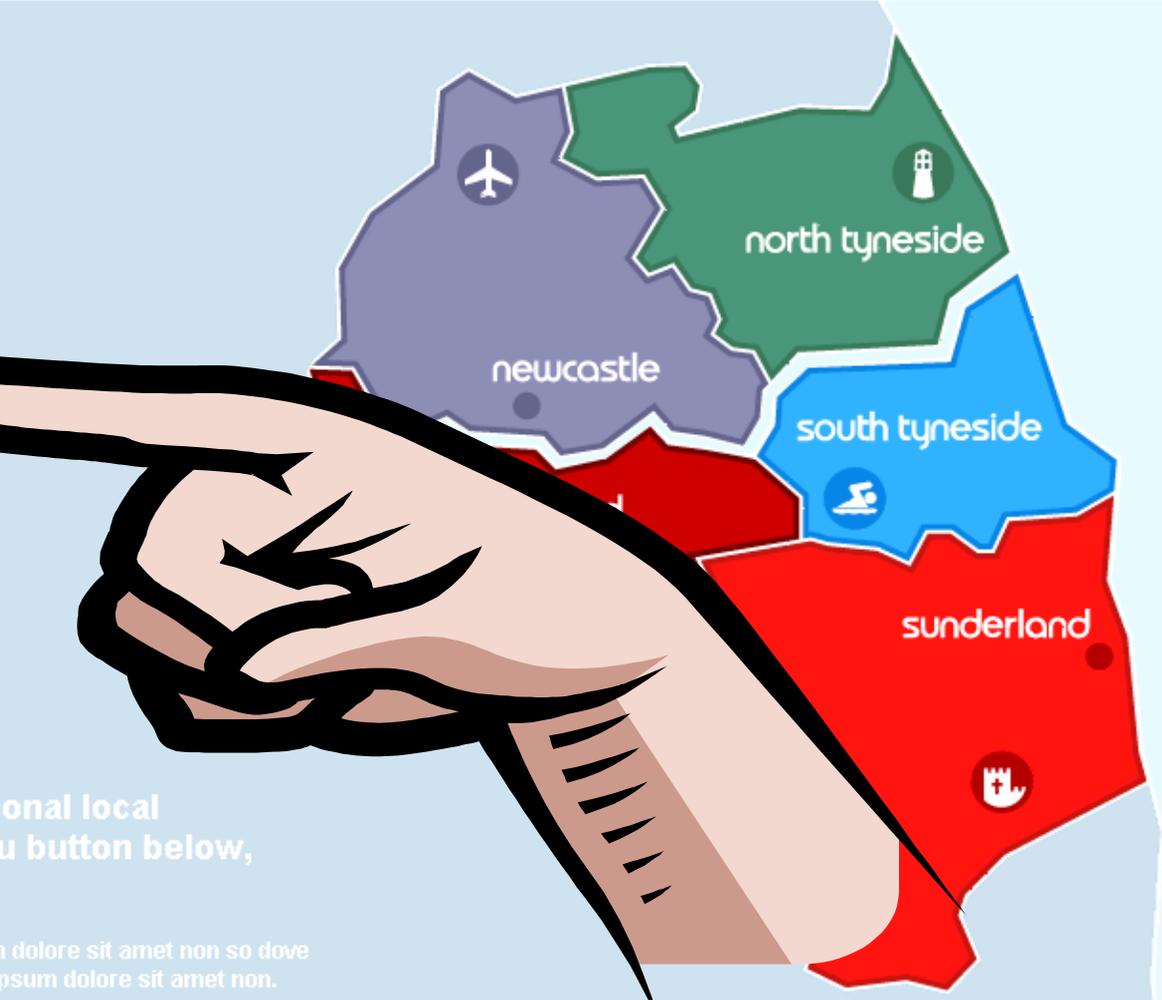
Send me a Form 

What's On

Council Jobs 

Health 

about Open



Remember if you'd like to explore regional local services, simply touch the 'Open' Menu button below, and select where you'd like to begin...

Lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non so dove sono lorum ipsum dolore sit amet non.

Whats On

Regular Events

Venues

Societies and Organisations

Welcome to Gateshead Council's What's On listings. Here you can find out what's on in YOUR area, whether it's ballet in Blaydon or rock in Ryton. Our comprehensive listing of societies and organisations in Gateshead is also available.

 Search by **type of event**

 Search by **venue**

 What's on today?

 Search by **area**

 Search by **date**

 What's on **this week?**

 What's on **this month?**



Tourist information can be accessed direct from the tourist information menu button.

A to Z of Services

My Councillors

Council Feedback

Send me a form

Envirocall

Local information

Have you ever visited your local council's website? i-Poll Vote!

Touch here to see what's going on, and find out more about your area...

Open:tyne&wear local services

Latest News...

New road layout for South...

Your easy-find local directory e e-street.com Touch here to search...

Touch here to search... news... Touch here to search...

worktrain Touch here to search...



The Tourism menu enables users to select services pulled together from across the area or in a particular Council area.

Open menu

regional

gateshead

newcastle

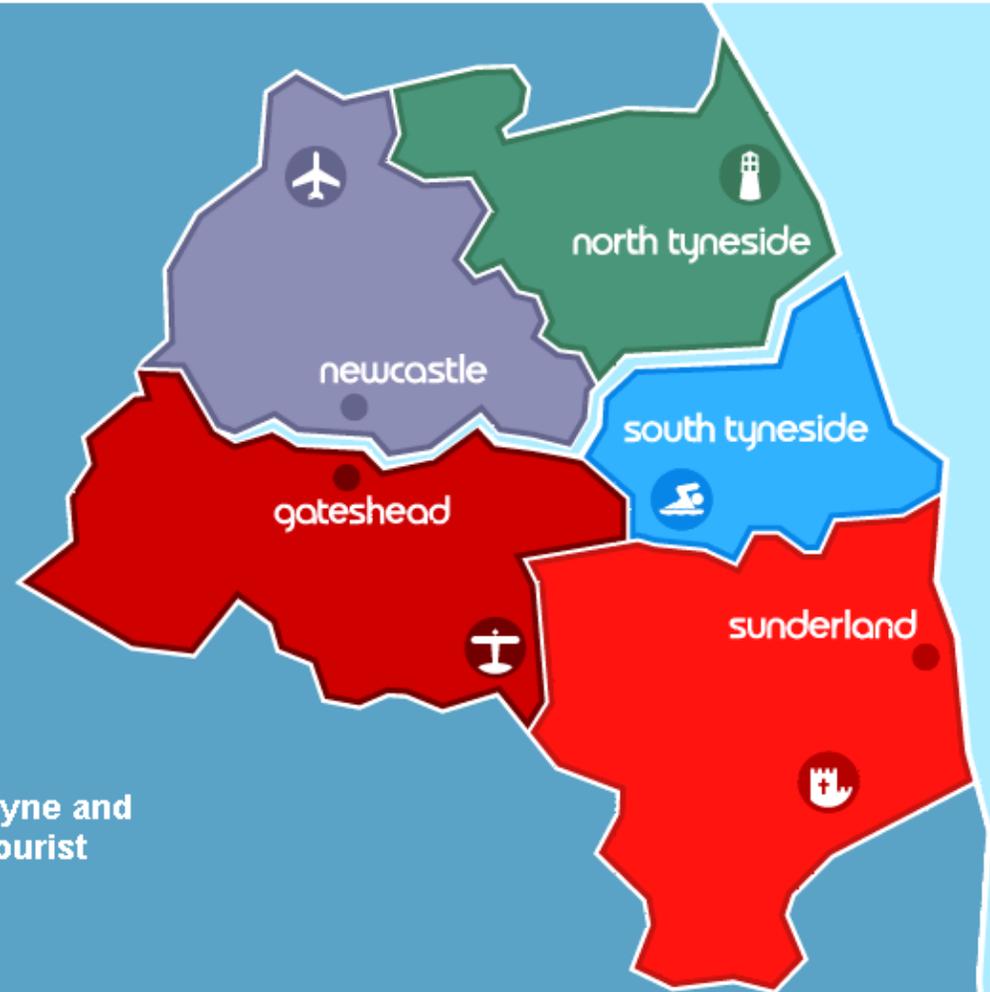
north tyneside

south tyneside

sunderland



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside.



Touch 'regional' for tourist information for all of Tyne and Wear. Touch the map or a location name to see tourist information for that area.

Open menu

regional

gateshead

newcastle

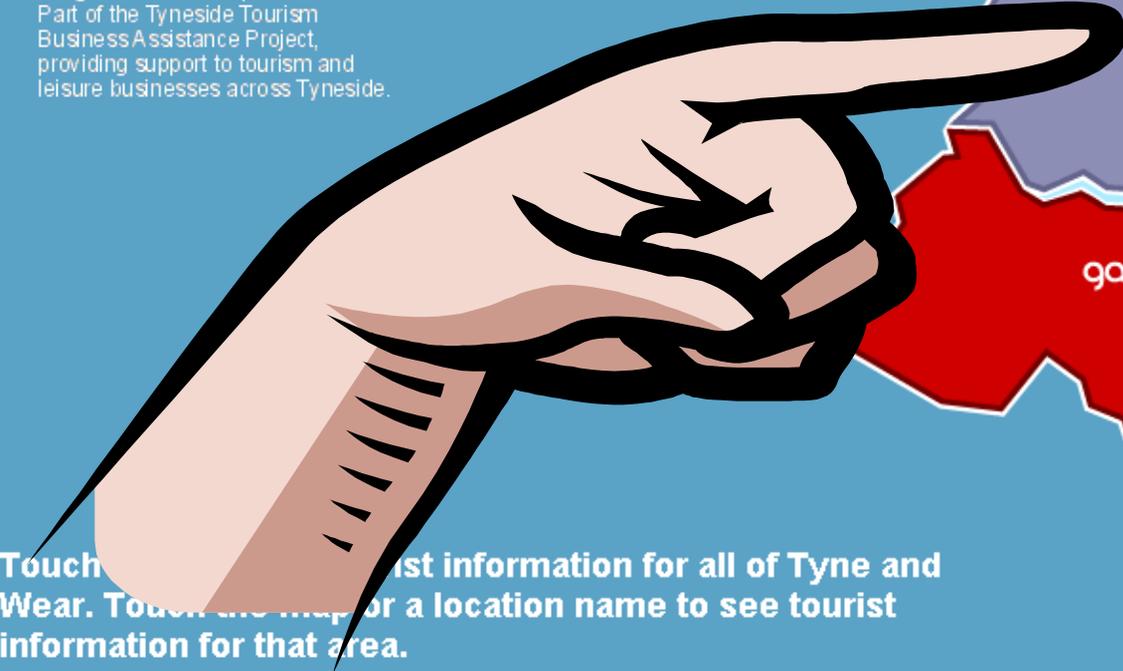
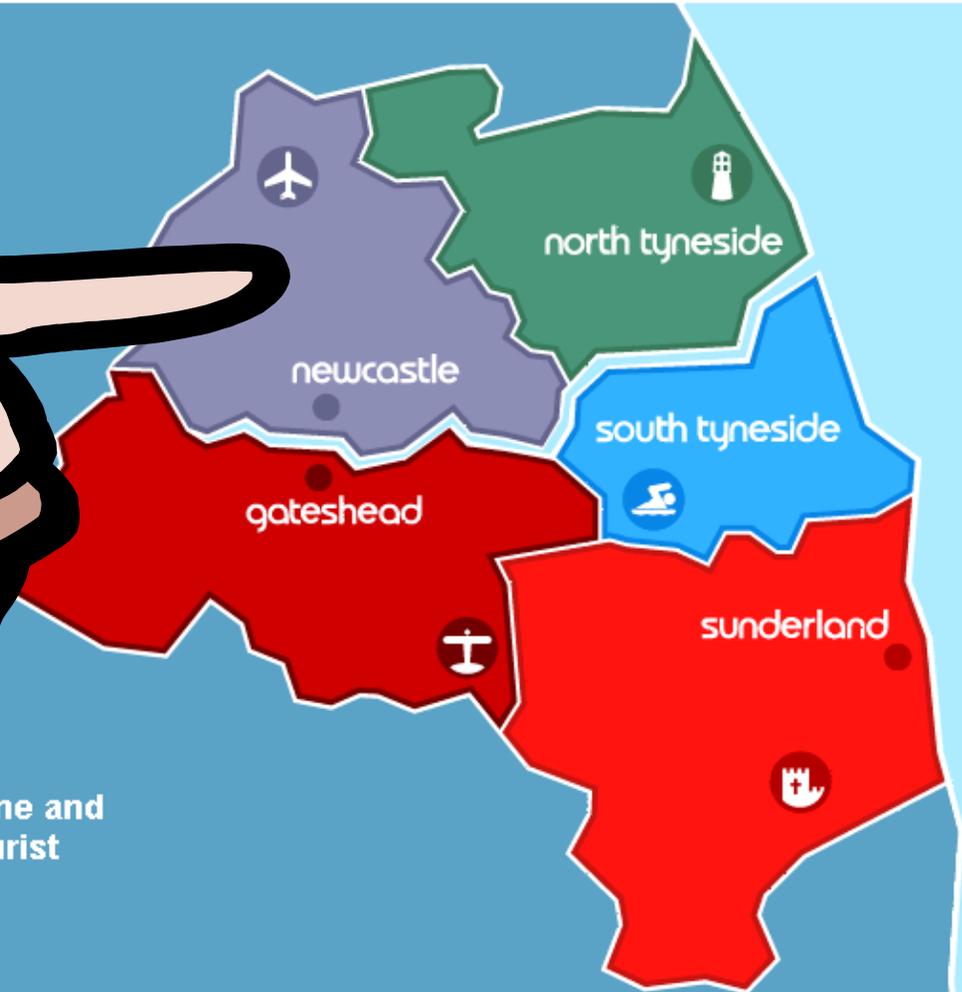
north tyneside

south tyneside

sunderland



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside.



Touch the menu for most information for all of Tyne and Wear. Touch the map for a location name to see tourist information for that area.

Open menu

regional

gateshead

newcastle

north tyneside

south tyneside

sunderland



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside.

- Where to Stay
- What's On
- Nightlife
- Eating Out
- Attractions



You can also access tourism information for any other council area

Open menu

regional

gateshead

newcastle

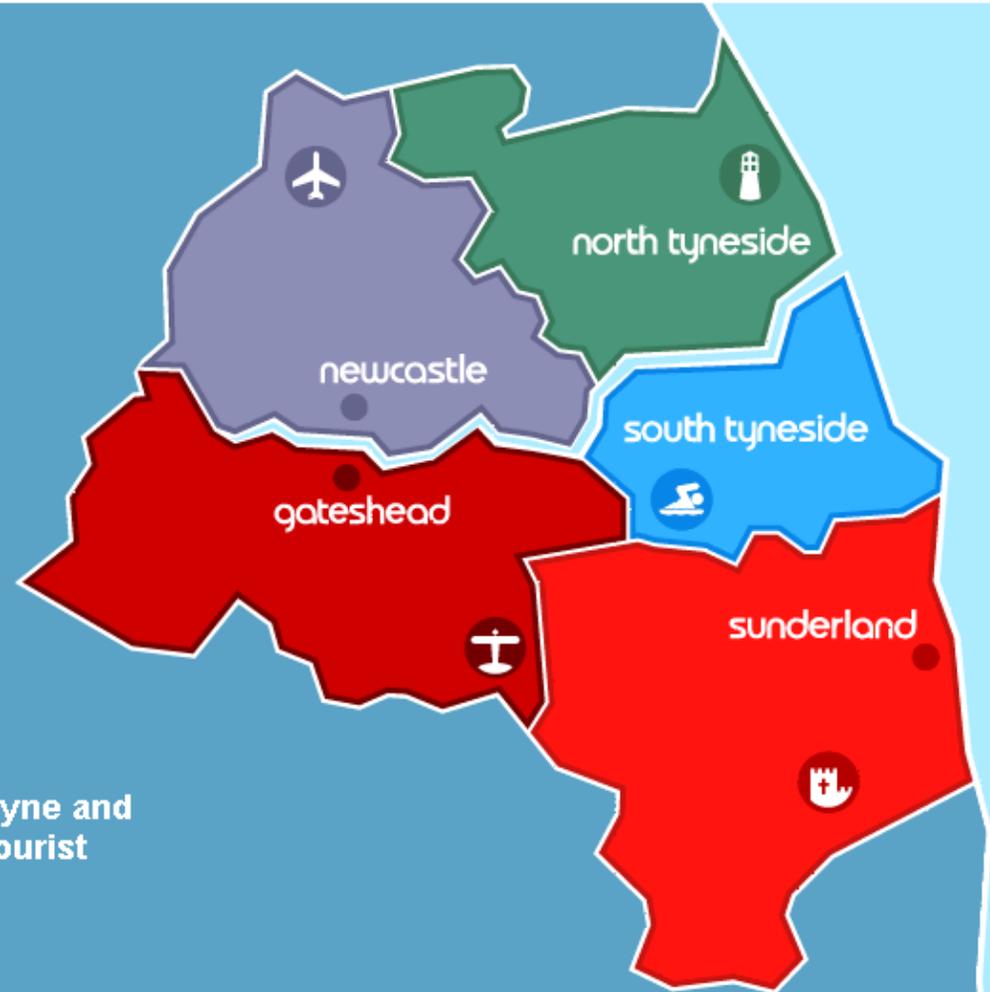
north tyneside

south tyneside

sunderland



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside.



Touch 'regional' for tourist information for all of Tyne and Wear. Touch the map or a location name to see tourist information for that area.

Open menu

regional

gateshead

newcastle

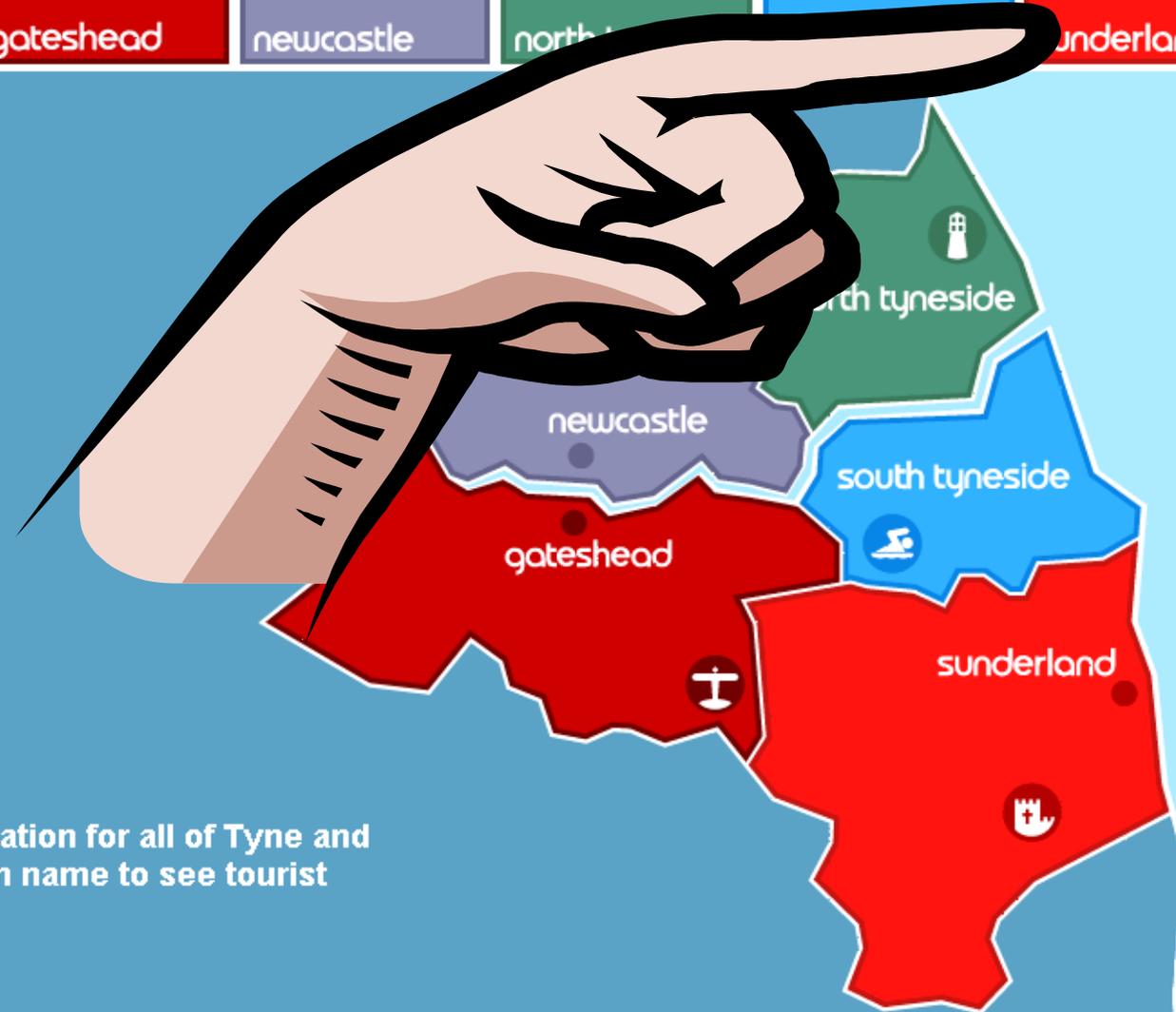
north tyneside

south tyneside

sunderland



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside.



Touch 'regional' for tourist information for all of Tyne and Wear. Touch the map or a location name to see tourist information for that area.

Open menu

regional

gateshead

newcastle

north tyneside

south tyneside

sunderland



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside.



Where to Stay

What's On

Nightlife

Eating Out

Attractions

3 44 pm | 18th November

Open



Tourism



Travel



Jobs



News



Fun



Advice



Freemail



Weather



Mail us



Open menu

regional

gateshead

newcastle

north tyneside

south tyneside

sunderland



Project Part-Financed by the European Union European Regional Development Fund Part of the Tyneside Tourism Business Assistance Project, providing support to tourism and leisure businesses across Tyneside.

Where to Stay

What's On

Nightlife

Eating Out

Attractions





Open menu

regional

gateshead

newcastle

north tyneside

south tyneside

sunderland

Attractions

Looking for something of interest?

Step 1 : Select type of attraction

Step 2 : Select facilities

Type of Attraction

- Any Attraction
- Architecture, Heritage and Monuments
- Cinema and Entertainment
- Family Fun
- Parks and Gardens
- Shopping
- Sport and Recreation



Next



Open menu

regional

gateshead

newcastle

north tyneside

south tyneside

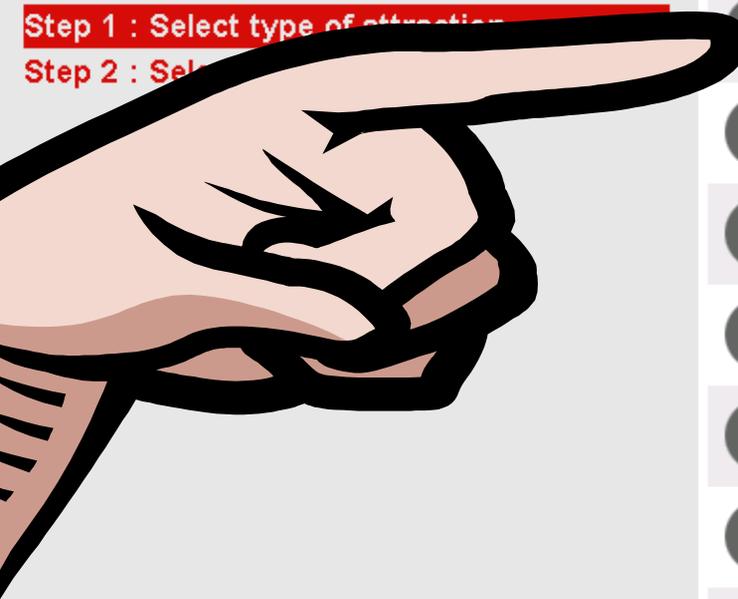
sunderland

Attractions

Looking for something of interest?

Step 1 : Select type of attraction

Step 2 : Select location



Type of Attraction

- Any Attraction
- Architecture, Heritage and Monuments
- Cinema and Entertainment
- Family Fun
- Parks and Gardens
- Shopping
- Sport and Recreation



Next



Open menu

regional

gateshead

newcastle

north tyneside

south tyneside

sunderland

Attractions

- Fulwell Windmill
- Hylton Castle
- Penshaw Monument
- Ryhope Engines Museum

New Search

Next



Open menu

regional

gateshead

newcastle

north tyneside

south tyneside

sunderland

Attractions



- Fulwell Windmill
- Hylton Castle
- Penshaw Monument
- Ryhope Engines Museum

New Search

Next

Open menu

regional

gateshead

newcastle

north tyneside

south tyneside

sunderland

Attractions

Hylton Castle

Address: Craigavon Road, Sunderland,

Telephone: 0191 548 0152



Hylton Castle is a superb early 15th Century castle, built by William de Hylton about 1400. It is in the shape of an enormous gatehouse or rectangular tower, and was designed for comfort rather than defence. The Hylton estates were eventually ruined by the combination of a disastrous will made by an eccentric Baron Hylton in 1600, and by support for the royalist cause in the Civil War. There is a fine array of medieval heraldry, particularly on the west front and east face, and on the nearby St. Catherine's chapel. Interesting details include stone carved shields bearing devices of local noble families. Hylton is reputed to be haunted by the Cauld Lad of Hylton,

Back

How to get here

Print

Connexions

Connexions Centres

Touch a name for opening times and full address

- gateshead** Interchange Centre, West Street, Gateshead
- newcastle** 2 Eldon Court, Percy Street, Newcastle
- north tyneside** 1 - 4 Russell Street, North Shields
Wooley Street, Wallsend
- south tyneside** Community Centre, Ocean Road, South Shields
- sunderland** Library Building, 30 Fawcett Street, Sunderland
The Galleries, Town Centre, Washington
66 Newbottle Street, Houghton-le-Spring

11:15 am | 17th January

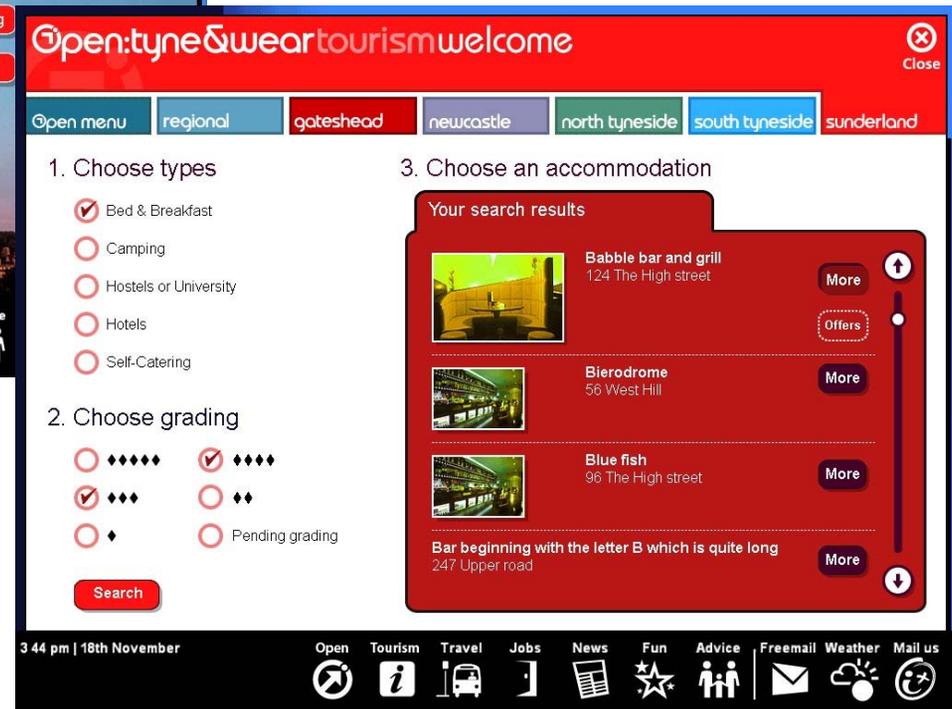
North Tyneside Connexions Centres

Freephone 0800 073 8700 to make an appointment or call in during the times shown below

<p>Wooley Street Wallsend NE28 6HB</p> <p>Tel: 0191 490 1717</p> <p>Monday 1:30pm - 5:30pm Tuesday Closed Wednesday 1:30pm - 5:30pm Thursday Closed Friday 1:30pm - 5:30pm Saturday Closed Sunday Closed</p>	<p>1-4 Russell Street North Shields NE29 0JB</p> <p>Tel: 0191 490 1717</p> <p>Monday 9:30am - 5:30pm Tuesday 9:30am - 5:30pm Wednesday 9:30am - 5:30pm Thursday 9:30am - 5:30pm Friday 9:30am - 5:30pm Saturday 10:00am - 3:00pm Sunday Closed</p>
--	--

11 16 am | 17th January

We're planning to upgrade the Tourism services soon



Services and information from Cityspace supplement the Council content

News



Jobs

The screenshot shows the 'worktrain' website interface. At the top left, the logo 'worktrain' is displayed. Below it, a banner states: 'Has around 400,000 jobs and 500,000 learning opportunities.' A vertical navigation menu on the left contains five numbered steps: 1 Job types (highlighted), 2 Define job types, 3 Job titles, 4 Hours, location & contract, and 5 Job list. Below the menu are four buttons: 'About worktrain', 'Give us feedback', 'Local Jobcentre Plus', and 'Find local childcare'. The main content area features a grid of job categories. A white box at the top of the grid contains the instruction: 'Select 'one' of the boxes below. Then go to 'Step 2'.', with a 'Close' button to its right. The job categories are: Administrative, Legal & Financial; Armed Forces, Emergency Services; Art, Design, Media; Building & Construction; Catering, Leisure, Tourism; Farming, Forestry & Mining; Health & Care; Information & Communications Technology; Managerial & Professional; Retail, Sales & Customer Services; and Transport & Manufacturing. At the bottom of the page, a navigation bar includes the time '5:30 pm | 23th October' and icons for Tourism, Travel, Jobs, News, Fun, and Advice.

The screenshot shows the 'jobs go public' website interface. It features a map of the United Kingdom divided into colored regions. To the right of the map, the text reads: 'Welcome to the JobsGoPublic Regional Job Search'. Below this, it says: 'Please select the area in which you wish to search for job vacancies.' The website has a green header and footer. The footer includes the time '4:30 pm | 23th October' and icons for Tourism, Travel, Jobs, News, Fun, Advice, Personal, Business, and Sign up.

Advice

Warning! Crimestoppers where you can share more about an offence or do it anonymously is for reporting of the crime. It is not for reporting of the crime. It is not for reporting of the crime. It is not for reporting of the crime.

CRIMESTOPPERS
0800 555 111

What happens when you make a call to Crimestoppers?

- 1 If you have information about any criminal activity, including shoplifting, fraud, missing or burglary, call Crimestoppers on 0800 555 111. This is a freephone number.
- 2 Your call is directed to the closest Crimestoppers call centre, where an operator will take the relevant information. You will be given a unique code. You will not be required to give your name or to make a police report.
- 3 Your call will be passed to the relevant police force. They will be advised by a trained officer and will be given the code by which to contact you if they need to.

6:30 pm | 17th February

Link

For national and local children's information and advice

Send us a call recording when we cannot hear you.

CALL 0800 555 111

Send us a call recording when we cannot hear you.

CALL 0800 555 111

Send us a call recording when we cannot hear you.

CALL 0800 555 111

6:30 pm | 17th February

CALL US: FREephone 0500 700 700 FROM THE UK
ALL CALLS ARE CONFIDENTIAL

National Missing Persons Helpline

ARE YOU LOOKING?
We can help you find missing people.

ARE YOU MISSING?
We can help you find missing people.

WANT TO HELP US?
We can help you find missing people.

6:30 pm | 17th February

08457 023 468
UK Domestic Violence Helpline
08457 023 468

1. Call Helpline 24 hours a day, 7 days a week.

2. Helpline is available with live support.

3. Helpline is confidential and completely anonymous.

4. Helpline is available to all women and children.

5. Helpline is available to all women and children.

6. Helpline is available to all women and children.

7. Helpline is available to all women and children.

8. Helpline is available to all women and children.

6:30 pm | 17th February

Travel

The image displays two overlapping screenshots of the Newcastle City Council website. The background screenshot shows the main navigation menu with options like 'Local information', 'A to Z of Services', and 'Send me a form'. A 'BBC Travel News' popup is overlaid on the left, listing train delays and cancellations. The foreground screenshot shows the 'Travel Guide' page, which includes a 'Taxi Finder' tool. This tool displays details for 'Aqua Cars Ltd' at '151 Somers Rd, PO5 4PT', with a contact number '023 9291 8123' and a distance of '589m'. A map shows the location with a red circle and a 'Print' button. The website footer includes a navigation bar with icons for 'Local info', 'Travel', 'Jobs', 'News', 'Fun', 'Advice', 'Weather', and 'About'.

Newcastle City Council

Local information

A to Z of Services

Send me a form

Streetscene

Council Feedback

My Councillors

Have you ever visited your local council's website?

i-Poll Vote!

5:32 pm | 23th October

Tourism **Travel** Jobs News Fun Advice

Local info Travel Jobs Advice Fun News Weather About

Unions meet on over

of trying to emergency cover offered

BBC Travel News
Fast, Accurate, Reliable, 24 hours a day

Close

Railways Roads

The 13:30 First Great Western service from Swansea to London Paddington (due to arrive at 16:28) is **delayed** by 35 minutes.
23/10/2002 14:30

The 14:33 First Great Western service from London Paddington to Plymouth (due to arrive at 18:14) is **delayed** by 25 minutes.
23/10/2002 14:49

The 14:20 Midland Mainline service from Derby to London St Pancras (due to arrive at 16:35) is **delayed** by 19 minutes.
23/10/2002 15:03

The 15:30 Midland Mainline service from London St Pancras to Derby (due to arrive at 17:46) is **delayed** by 36 minutes.
23/10/2002 15:44

The 13:48 South West Trains service from Weymouth to London Waterloo (due to arrive at 16:31) is **delayed** by 15 minutes.
23/10/2002 15:52

The 16:15 South West Trains service from London Waterloo to Portsmouth Harbour (due to arrive at 18:15) has been **cancelled**.
23/10/2002 16:24

Travel Guide

Welcome Train Departures Journey Planner Service Stopovers **Taxi Finder** Contact us

Taxi Finder

Locality display

Aqua Cars Ltd
151 Somers Rd
PO5 4PT

English
023 9291 8123

Distance: 589m

Print

5:32 pm | 23th Oct

Local info Travel Jobs Advice Fun News Weather About

Mapping



Nights Out

PLUS Nights Out

Events Venues Offers

1. Choose a view

View by letter [dropdown] [dropdown]

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

2. Choose a venue

Venues starting with T

- The Apollo [More] [icon]
- The Biscuits [More] [icon]
- The Comedy Bar at The Bar & Chicken [More] [icon]
- The Dancer [More] [icon]
- The Dock [More] [icon]
- The Green [More] [icon]

To promote your business at an event please email spacemedia@tyneandwear.com

22:21 pm | 19th January

Local Travel Jobs News Fun Advice Financial Weather More

Send free Email / Postcards / Video Messages



Send free Email / Postcards / Video Messages

The screenshot displays the 'ePostcards' website interface. At the top, the title 'ePostcards' is shown in a large, white, sans-serif font against a dark blue background. Below the title, there is a red button labeled 'Send a freecard'. Underneath this button, a text prompt reads 'Click on one of the pictures below to select your card image...'. A grid of twelve small images is presented, including various scenic and architectural views. The bottom of the interface features a navigation bar with icons for 'Tourism', 'Travel', 'Jobs', 'News', and 'Fun'. A system tray at the bottom left shows the time '5:05 pm' and the date '5th November'. On the right side, a second window titled 'ePostcards' is open, showing a form to 'Send a freecard'. The form includes fields for 'To:', 'From:', and 'Subject:', and a larger text area for the 'Message:'. A 'CANCEL' button is located to the right of the message field. Below the message field, the text 'Chars Left: 400' is displayed. A 'CONTINUE' button is positioned at the bottom right of the form. A keyboard is visible at the bottom of the screen, indicating the user is interacting with the website.

Games



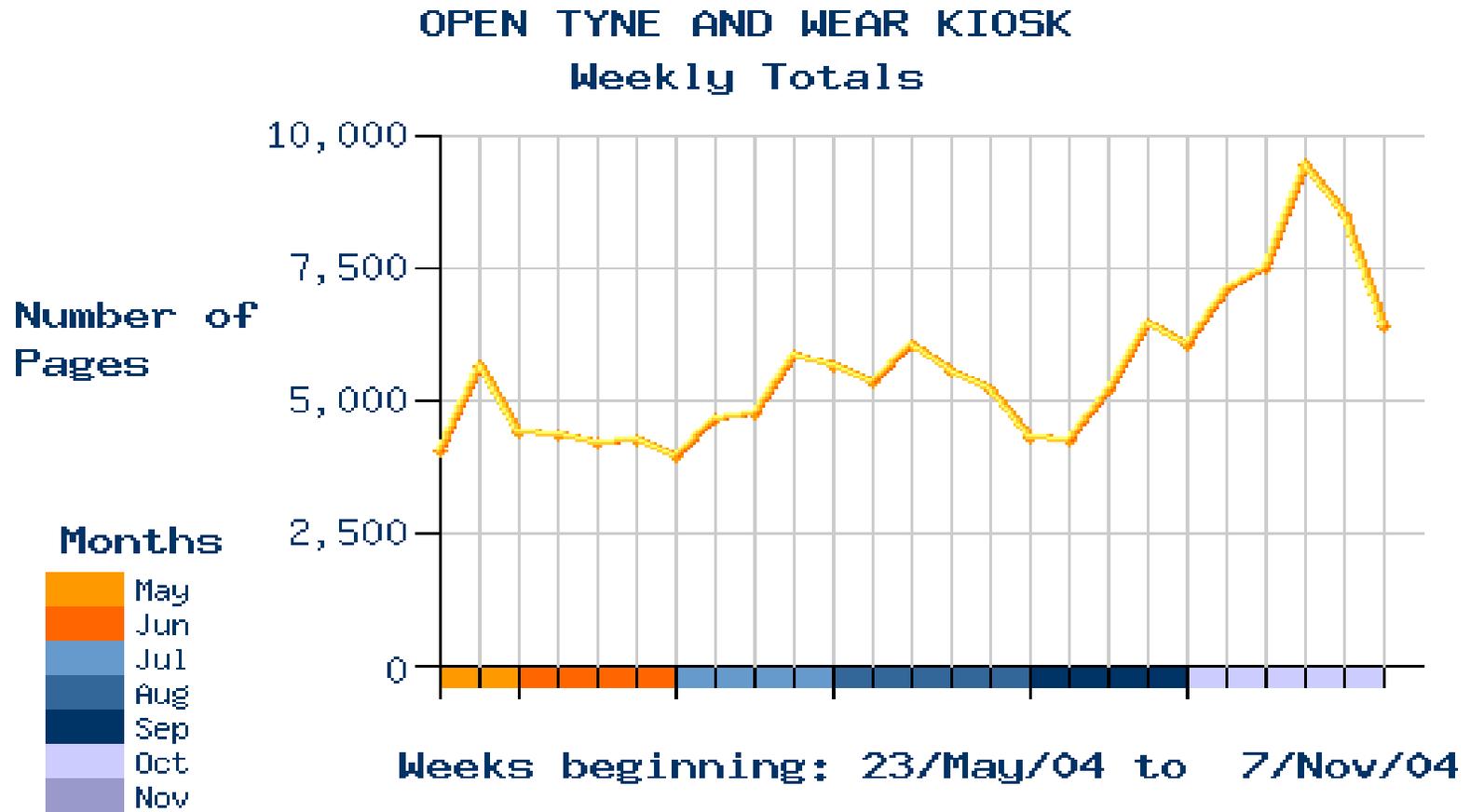
What we've got

- A network and services reflecting £1.3m of investment, largely funded by external sources
- At least four years tenancy on 40 outdoor and indoor kiosks (with more planned for 2005)
- The 'Open:tyne&wear' concept & brand
- Five councils with at least 6 types of service each, plus district by district and countywide tourism services
- Connexions advice for 13-19 yr olds on every kiosk
- More countywide content to come from Nexus etc

Are these kiosks used?

- **Yes** – not just for games and Freemail
- On average each kiosk gets 35 users a day
 - busiest ones get 90+ users each day
 - not always the obvious locations
- Nine out of ten users use Council or Tourism services
- Kiosks are most used on Saturdays and during school holidays
- Kiosks handle 400,000 customer contacts each year

Usage graph



What users say

- I think the i+ are very good because you can email your friends for free.
- Brilliant system! Why can't we have more?
- Thank you for these computers they make the place look tidy and new.
- I find this very useful I use it every time I am down the quayside.
- This is great. It is really useful to e-mail my friends. I think there should be more of these, thank you for putting one here.
- I love it! I like this facility because it just to be phones here
- I find this very useful because the information on jobs that I want actually prints out!
- This machine is great thanks! I think i plus is very useful for people like myself because I have only lived here for 1 month and I sometimes get lost!
- I've never seen anything like it. 10/10, well done!
- Hi, this is great stuff. I like the fun section and hope u keep it. I like the games - something to do when u are waiting for your bus
- I just want to say this has saved my life

Where we are going?

- Expanding the network, adding more regional services
 - Nexus
 - Transport.direct
- WiFi (Wireless internet)
 - Delivery of council and tourism services to laptop and handheld computers
- Launched DigiTV services in July 2004
 - Next step to link kiosk information feeds to DigiTV



Interactive Digital Television



Digital Interactive Television

- Part of the Government's National Project on Digital Television.
- Pilot of interactive digital Television
 - ntl: , Sky and Telewest.
- Establishes a (national) Digital Television platform for public services in Tyne and Wear.
- Plan to link dynamic content from the kiosks.
- Local and National publicity and advertising

The logo for 'Open:tyne&wear' features a stylized 'O' with a small globe icon inside it, followed by the text 'pen:tyne&wear' in a lowercase, sans-serif font.

Our pilot Digital TV service.
Use the 'Your views' button to tell
us what you think of it.

Main Menu

18 November 2004

Local Councils

Visiting the area

Public transport

Connexions T&W

T&W Museums

About

Your views

Search

 Help

 Terms

Press 'OK' to select
this menu item

Open:tyne&wear

Quick Links

Visiting the area

▶ Nexus Menu

Welcome to Tyne and Wear.

▶ Councils

About the area

Tourist services

▶ CTW Menu

Attractions

Beaches & coast

Major events

Getting here

Dining & nightlife

Your views

Press 'OK' to select
this menu item



Linking People to Places

www.nexus.org.uk

Promoting Public Transport in
Tyne & Wear

Main Menu

18 November 2004

Concess. Travel

Metro

Shields Ferry

Care Service

Travel info

Contact us

Terms of use

Feedback: digitalTV

Help

Terms

Press 'OK' to select
this menu item



South Tyneside Council

Welcome to South Tyneside DigiTV service

Lots of useful information and
services.

Main menu

8 February 2005

Report it

Request it

Contact us

Benefits

Council tax

Social care

Consumer advice

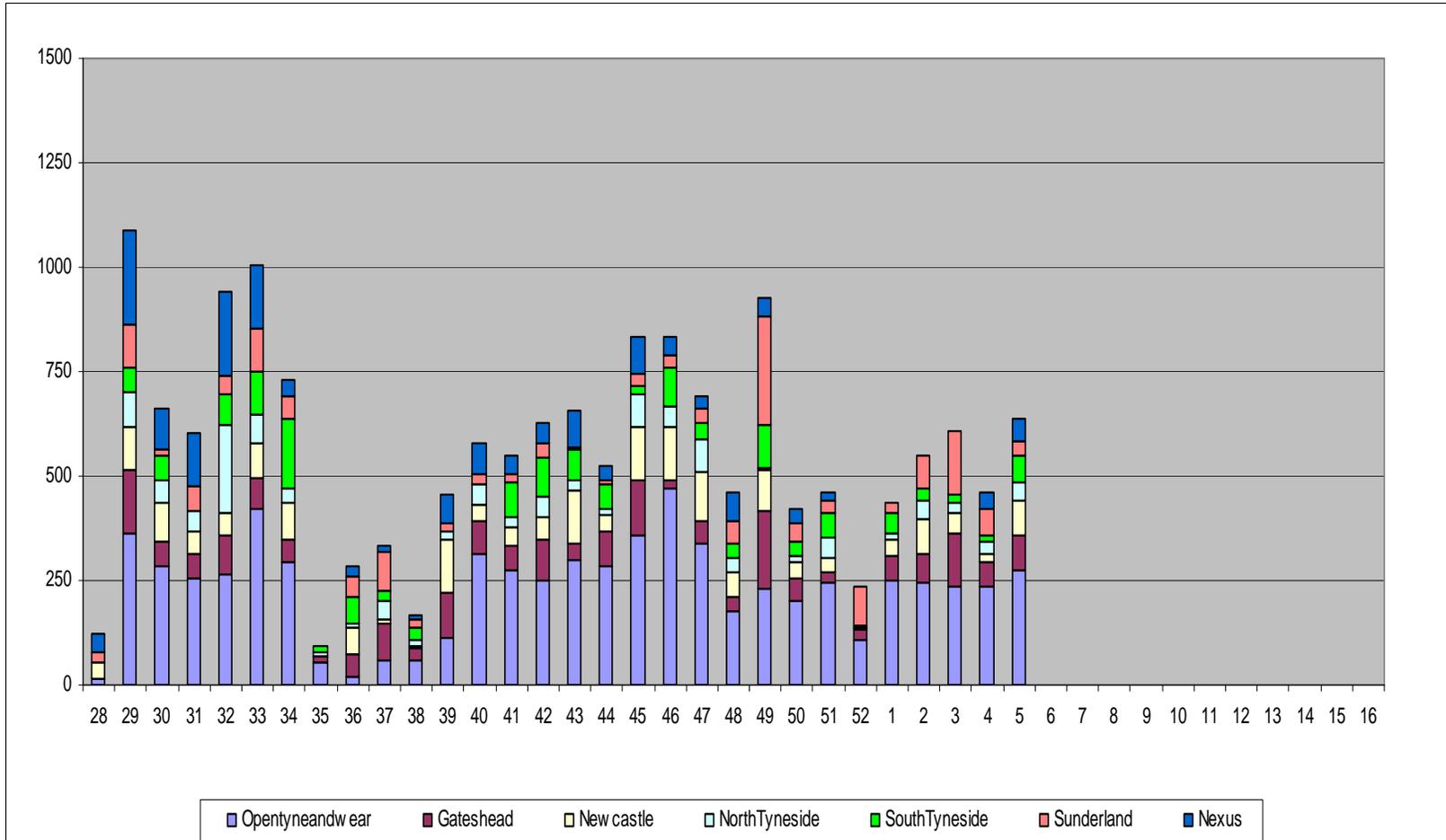
A to Z

 Help

 Terms

Press 'OK' to select
this menu item

DigiTV: page requests



Summary

How new is all this?

- Newcastle has had on street kiosks for eight years
- Newcastle Council and Nexus researched cable TV teletext and kiosks for bus timetables ten years ago.
- Businesses have always embraced new technologies to improve services
- The pace of development has quickened due to the internet



In summary:

- Government agencies are moving towards more joined up, better informed systems
- Emerging consumer and business technologies are changing the way councils operate
- New, more customer focussed, delivery channels enable more effective, joined up service delivery
- New services are likely to be delivered jointly with other organisations
- The pace of change is quickening

In summary:

- We have delivered a solution to join up content and broaden the kiosks network
- Kiosks, digital TV and www can all be reached by publishing content once
- There are many new services and enhancements that can be added to the kiosks network
- Other north east Councils can join or replicate what we're doing without having to go out to tender
- Others are already planning to join
- We see this as just the beginning of our story

Questions?



Further Information

Graham Jordan
Partnership Project Officer
TWICT Partnership

c/o ICT Services
Gateshead Council
Civic Centre
Regent Street
Gateshead
NE8 1HH

0191 433 3790
grahamjordan@gateshead.gov.uk

